



CLIENT'S RIGHT TO FAIR PRACTICE AND PRIVACY

- ❖ Clients will be provided with fair and equitable treatment.
- ❖ Clients will be informed of their rights and responsibilities.
- ❖ Clients will be given sufficient information to make informed decisions.
- ❖ Clients will be treated with dignity and respect.
- ❖ Clients will be given a full disclosure of requirements including:
 - Fees for service (program specific)
 - Time frame for services.
 - Expectations of client and Bethany Christian Services.
 - Applicable state and federal government guidelines.
- ❖ Clients have a right to confidentiality and privacy protections.
- ❖ Clients have the ability to review and restrict access to their personal information.
- ❖ Clients have a right to referrals for services as needed.
- ❖ Clients have a right to a fair, timely, and non-judgmental mediation process.

If you have any questions, please seek assistance from your Bethany staff member or the Supervisor.

COA: CR 1.02

Approved: 2/18/2009 by TQMC

Approved: 4/27/2009 by Leadership Team

Revised/Approved: 3/11/2014 by Senior Executive Team